

U.S. DISTRICT COURT
N.D. OF N.Y.
FILED

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LAWRENCE K. BAERMAN, CLERK
ALBANY

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF NEW YORK

FEDERAL TRADE COMMISSION,,

ANSWER

Case No. 1:14-cv-1192
TJM/CFH

Plaintiff,

-against-

PAIRSYS, INC.,
a New York Corporation,

TIYA BHATTACHARYA,
individually and as an officer of Pairsys, Inc.,

and

UTTAM SAHA,
individually and as an officer of Pairsys, Inc.,

Defendants.

Defendants Pairsys, Inc. ("Pairsys"), Tiya Bhattacharya and Uttam Saha, all appearing *pro se*, for their Answer to Plaintiff's Complaint for Permanent Injunction and Other Equitable Relief, respectfully show to the Court and allege as follows:

1. Answering paragraph 1 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
2. Answering paragraph 2 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
3. Answering paragraph 3 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
4. Answering paragraph 4 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.

5. Answering paragraph 5 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
6. Answering paragraph 6, Defendants admit the allegations set forth therein.
7. Answering paragraph 7, Defendant Saha admits that he resides in the district but Defendants deny the remaining allegations set forth in that paragraph.
8. Answering paragraph 8, Defendant Bhattacharya admits that she resides in the district but Defendants deny the remaining allegations set forth in that paragraph.
9. Answering paragraph 9 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
10. Answering paragraph 10 of the Complaint, Defendants deny the allegations set forth in that paragraph.
11. Answering paragraph 11 of the Complaint, Defendants deny the allegations set forth in that paragraph.
12. Answering paragraph 12 of the Complaint, Defendants deny the allegations set forth in that paragraph.
13. Answering paragraph 13 of the Complaint, Defendants deny the allegations set forth in that paragraph.
14. Answering paragraph 14 of the Complaint, Defendants deny the allegations set forth in that paragraph.
15. Answering paragraph 15 of the Complaint, Defendants deny the allegations set forth in that paragraph.
16. Answering paragraph 16 of the Complaint, Defendants deny the allegations set forth in that paragraph.
17. Answering paragraph 17 of the Complaint, Defendants deny the allegations set forth in that paragraph.
18. Answering paragraph 18 of the Complaint, Defendants deny the allegations set forth in that paragraph.
19. Answering paragraph 19 of the Complaint, Defendants deny the allegations set forth in that paragraph.

20. Answering paragraph 20 of the Complaint, Defendants deny the allegations set forth in that paragraph.
21. Answering paragraph 21 of the Complaint, Defendants deny the allegations set forth in that paragraph.
22. Answering paragraph 22, Defendants admit the allegations set forth in that paragraph.
23. Answering paragraph 23, Defendant admits that he has responded on behalf of Pairsys to BBB complaints but Defendants deny the remaining allegations set forth in that paragraph.
24. Answering paragraph 24, Defendant Bhattacharya admits that she is the registered owner of Pairsys.com domain name and that a credit card in her name was used to purchase the domain from GoDaddy, but Defendants deny the remaining allegation in this paragraph that Bhattacharya is the Chief Executive Officer or Vice President of Pairsys.
25. Answering paragraph 25 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
26. Answering paragraph 26 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
27. Answering paragraph 27, Defendants admit the allegations set forth in that paragraph.
28. Answering paragraph 28 of the Complaint, Defendants deny the allegations set forth in that paragraph.
29. Answering paragraph 29 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
30. Answering paragraph 30 of the Complaint, Defendants admit that Pairsys is a Microsoft Network Partner, and that such information would be disclosed upon request from the consumer, but denies the remaining allegations set forth in that paragraph.
31. Answering paragraph 31 of the Complaint, Defendants deny the allegations set forth in that paragraph.
32. Answering paragraph 32 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is

necessary, Defendants deny said allegation.

33. Answering paragraph 33 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
34. Answering paragraph 34 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
35. Answering paragraph 35 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
36. Answering paragraph 36 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
37. Answering paragraph 37 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
38. Answering paragraph 38 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
39. Answering paragraph 39 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
40. Answering paragraph 40 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
41. Answering paragraph 41 of the Complaint, Defendants deny the allegations set forth in that paragraph.
42. Answering paragraph 42 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
43. Answering paragraph 43 of the Complaint, Defendants deny the allegations set forth in that paragraph.
44. Answering paragraph 44 of the Complaint, Defendants assert that said allegations are

legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.

45. Answering paragraph 45 of the Complaint, Defendants deny the allegations set forth in that paragraph.
46. Answering paragraph 46 of the Complaint, Defendants deny the allegations set forth in that paragraph.
47. Answering paragraph 47 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
48. Answering paragraph 48 of the Complaint, Defendants assert that said allegations are legal conclusions and that no response is necessary, but to the extent a response is necessary, Defendants deny said allegation.
49. With respect to the “Prayer For Relief” section of the Complaint, Defendants reassert the responses above and affirmative defenses below and deny that Plaintiff is entitled to any relief as to Defendants.

AS AND FOR A FIRST AFFIRMATIVE DEFENSE

50. That any alleged acts or omissions constituting any of the alleged violations claimed in the Complaint were, upon information and belief, committed by agents or affiliates of the Defendants without the knowledge, consent, direction and/or authority of said Defendants and/or their principal(s) and/or officer(s) and thus the Defendants are not liable or responsible for any such alleged acts or omissions.

AS AND FOR A SECOND AFFIRMATIVE DEFENSE

51. That any and all acts or omissions Defendants are alleged in the Complaint to have committed which may have been committed by agents or affiliates of Defendants without their knowledge, consent, direction and/or authority were “deminimus” in nature and not as serious as alleged herein.

AS AND FOR A THIRD AFFIRMATIVE DEFENSE

52. Plaintiff fails to state a cause of action against Defendants for which relief may be granted.

AS AND FOR A FOURTH AFFIRMATIVE DEFENSE

53. The claims against all Defendants are defective because Plaintiff cannot demonstrate the required mental state or knowledge. Defendants have acted at all

times in good faith and without any knowledge of wrongdoing. Defendants engaged in no deceptive conduct and made no deceptive representations.

AS AND FOR A FIFTH AFFIRMATIVE DEFENSE

54. That contrary to Plaintiff's allegations, Defendant Pairsys is a member of the Microsoft Partner Network, as well as a partner with other large technology businesses such as Hewlett Packard, Lenovo, Acer, Symantec, McAfee, CA Technologies, AVG, Avast Software. As such, Defendants were entitled and authorized to disclose their partnership in the resale of said partners products. Copies of the various partnership network confirmations are attached hereto as Exhibit 1.

AS AND FOR A SIXTH AFFIRMATIVE DEFENSE

55. That Plaintiff's disclosures regarding the Better Business Bureau complaints are misleading and disingenuous and not inclusive of the entire truth. As of September 2014, a search of Pairsys Inc on the BBB website for the Albany, Buffalo, Rochester and Syracuse regions reflected a total of 91 customer reviews, with 89 reviews giving a positive experience with Pairsys against only 2 negative experiences. A copy of the BBB website setting forth these reviews is attached hereto as Exhibit 2.

AS AND FOR A SEVENTH AFFIRMATIVE DEFENSE

56. That Defendant Tiya Bhattacharya has never been an employee, officer, director, member, shareholder or owner of Defendant Pairsys, Inc.. Plaintiff's reference to her purchase of the domain name at GoDaddy.com is misleading and disingenuous and not inclusive of the entire truth. The domain name Pairsys.com, was purchased in 2005, for potential resale. The company Pairsys, Inc., was not formed until 2012. All formation and tax documents indicate that Defendant Uttam Saha, is the sole shareholder and owner of the business.

WHEREFORE, Defendants demand judgment dismissing Plaintiffs' Complaint, together with the costs of this action and such other and further relief as to the Court may seem just and proper.

DATED: November 20 __, 2014
Albany, NY

Yours, etc.

Pairsys, Inc.

By: Uttam Saha
Uttam Saha, President

Uttam Saha
Uttam Saha, Individually

Tiya Bhattacharya
Tiya Bhattacharya, Individually

TO: Federal Trade Commission
Gideon E. Sinasohn, Esq.
225 Peachtree Street, N.E., Suite 1500
Atlanta, Georgia 30303
gsinasohn@ftc.gov

EXHIBIT 1

----- Forwarded message -----
 From: Microsoft <microsoft@e-mail.microsoft.com>
 Date: 21 March 2012 12:21
 Subject: Welcome to the Microsoft Partner Network
 To: partner@pairsys.com

[Visit the Microsoft Partner Network Portal](#)



Microsoft Partner Network™

Dear Microsoft Partner,

Congratulations! We're excited to welcome you as a member of the Microsoft Partner Network.

You now have access to benefits that can help you strengthen your capabilities, better serve customers, and build connections to reach your full business potential.

Please note that your Microsoft Partner Network organization ID number is 3614247. You'll need this number to access your exclusive benefits on the Microsoft Partner Network Portal.

Your next steps:

1. Access your [core benefits](#).
2. Visit the [My Membership portal page](#) to:
 - › Manage your account
 - › Advertise your business
 - › Read your newsletter
3. Consider other areas to engage in the network, including:
 - › **Purchasing a subscription:** A high-value, cost-effective [Microsoft Partner Network subscription](#) provides solution providers, developers and web designers with access to software and development tools, training, market visibility, and support—all at a very low price. You'll reap the benefits of connecting with our Microsoft experts and peers to share best practices, develop your Microsoft business, and drive innovation.
 - › **Earning a silver competency:** Microsoft [silver competencies](#) help your business demonstrate its expertise by aligning to your customers' needs and making certifications more recognizable to prospective customers. By achieving a Microsoft silver competency, you'll enjoy access to a range of robust benefits, including internal-use software, a Microsoft silver competency brand, training, partner advisory hours, and eligibility for deal-based support as well as tailored competency-specific benefits.

Attaining a gold competency: Partners with [gold competencies](#) will represent organizations (and associated individuals) that have demonstrated the highest, most consistent capability and commitment within a targeted business solution area. For those partners wishing to differentiate their business, gold competencies will reward this deep expertise and high commitment with benefits that significantly surpass the cost of qualification—including tailored, competency-specific benefits based on solutions offered, and core benefits such as channel incentives, eligibility for a Microsoft named contact who will support the creation of a business plan and help with sales efforts, a distinct Microsoft partner gold competency brand, increased support and greater visibility and connection to local Microsoft teams. Eligibility for deal registration and many channel incentives also require attainment of a gold competency. Gold competency partners receive the highest prioritization in Pinpoint™marketplaces as well as additional benefits local Microsoft teams may provide.

To learn more about which membership opportunity is right for your business, visit the [Microsoft Partner Portal](#).

Thank you for your partnership and support in delivering Microsoft technologies to our mutual customers.

You are receiving this informational e-mail as part of the services agreed to under your Microsoft Partner Network membership. To update your profile and view your membership details sign in to the [Microsoft Partner Network Portal](#) and click on View Your Membership Account.

© Microsoft Corporation. All rights reserved.

One Microsoft Way
Redmond, WA, USA
98052

----- Forwarded message -----

From: HP Contracts Compliance Support <HPContractsComplianceSupport@hp.com>
Date: Thu, Mar 22 2012 at 12:50 PM
Subject: HP Partner Agreement - Approved - www.pairsys.com
To: "partner@pairsys.com" <partner@pairsys.com>
Cc: HP Contracts Compliance Support <HPContractsComplianceSupport@hp.com>, HP Central <HPcentral@hp.com>, "Ballesteros, Oscar" <oscar.ballesteros.salmeron@hp.com>, "Mora, Brenda" <brenda.mora-villalobos@hp.com>

...

Uttam Saha

www.pairsys.com
1621 Central Ave
Albany, New York 12206

Dear Uttam,

Welcome to HP.

Your HP Partner application was approved on 03/22/2012

Your Location ID is 10220000. Please retain this record of your Location ID [LID] as it is your company's unique identifier to gain access to the HP Partner Portal, HP Pre-Sales Partner Support Center, and when working with our HP authorized Distributors.

Attached to this email are:

- "Getting Started Guide" to help you get started on your partnering with HP. This guide also provides instructions to create your credentials to obtain login to the HP Partner Portal.
- "U.S. Distributor Summary Matrix" which is a complete list of our HP Authorized Distribution Partners for your sourcing needs. All Products must be purchased for resale purposes only from Distributors listed on this U.S. Distributor Summary Matrix.

As the originator of the HP Partner Agreement Review and Application Process, you are currently the only active contact, Partner Portal Administrator (PPA) and/or officer for your authorization.

Please note:

If you require a legal name, DBA name or Ownership information update of your existing authorization you may contact the Partner Record Updates team by sending an e-mail to lxla-partnerrecordupdate@hp.com

If you need to add additional contacts, address change, or any other information update of your existing authorization you may contact the Profiling Record Updates team by sending an e-mail to profimg_recordupdate@hp.com. For additional contacts please provide the contact name, email address, and what HP Role/Responsibility this contact should have [i.e., PPA, Officer, and Primary Contact].

For all other HP assistance, please contact our HP Pre-Sales Partner Support Center at [18886296914](tel:18886296914) or csreseller@hp.com. They are available to answer your questions from 5:00 a.m. (PT) to 6:00 p.m. (PT), Monday through Friday.

Regards,

Luisana Mora

77 Rose Business Park, 100 - 1st flr COSTA RICA WEB SITE

C\$90 POA NA Contracts

Unit 101 - 11 ELDORADO, La Aurora, San Jose, Costa Rica

www.lmcr.com



From: **Anca Proca** <anca_proca@harte-hanks.be>

Date: 27 March 2012 03:50

Subject: LPP login details

To: "partner@pairsys.com" <partner@pairsys.com>

Hello Uttam ,

You are registered as a reseller partner under Pairsys Inc (US) organization.

You can access lenovo trainings by login with your credentials on the below link:

www.partners.lenovo.com

Username: partner@pairsys.com

If you want to know your password please access the above site and under login details click on Resend Password.

We are happy to be of service, thank you for contacting us.

Please don't hesitate to contact us if you need further support.

Best regards,

Anca Proca

Lenovo Partner Support

From: <acer_connect_us@acer.com>
Date: 21 March 2012 14:26
Subject: Welcome to Acer Connect - Our Reseller Community
To: partner@pairsys.com

Dear Uttam Saha,

Acer is pleased to welcome you to the Acer Connect partner portal. To access Acer Connect, please go to <http://connect.acer-euro.com> and click on United States. Enter your user name and password below to enter the site.

US VAR Support Sales Contacts

Northeast Region

Tavey Daley

tavey_daley@acer.com

Eastern Region

Carlos Siqueiros

carlos_siqueiros@acer.com

Western & Central Regions

Gordon Rosenberg

gordon_rosenberg@acer.com

Log on to Acer Connect for a wide range of product and marketing materials. Some of the items you will be able to access are:

- Price Lists

- Product Support Material (data sheets, flash demos)

- Current Weekly Promotions

- Marketing Support Materials (ie. logos and their guidelines)

<http://connect.acer-euro.com>

User Name: partner@pairsys.com

Password: ACER3VI6HH

Acer Connect System

From: <partnerus@symantec.com>
Date: Fri, Mar 23, 2012 at 2:35 PM
Subject: Symantec Partner Program: Activate Your Membership
To: partner@pairsys.com

Dear Mr. Saha,

Welcome to the Symantec Partner Program. As a member of the program you have access to promotions, tools and resources designed to help grow your business and increase your profitability.

Activate Your Partner Program Membership

To access your benefits and program resources, please take a moment to activate your Symantec Partner Program Membership by logging in to PartnerNet (<https://partner.net.symantec.com>) to accept your contract. Once logged in, take some time to browse PartnerNet, your online partner portal, where you will find the tools and resources of the partner program including:

- Complimentary Software Benefits
- Online Training & Assessments
- Product Information
- Sales and Marketing Tools
- Licensing tools
- Service and Support Information
- Promotions

Your PartnerNet Login Information:

Username: partner@pairsys.com

Password: FL*329wA

Get The Most From Your Symantec Partner Program Membership. Ensure you receive your monthly Partner Newsletter, which includes news and exclusive partner offers, by updating your contact information. Log in to PartnerNet and go to "Manage Account" and click on the "My Details" link to opt in to communications.

As a new member of the program, we also invite you to learn more about PartnerNet by taking the PartnerNet Tour located in the Your Partner Program Section of PartnerNet.

We hope you enjoy the many benefits of joining the Symantec Partner Program. If you have any questions, please contact us at partnerus@symantec.com

Best regards,

The Symantec Partner Program Team

Please do not reply to this auto-answer message. If you have any questions, please contact us at partnerus@symantec.com

From: <Murali_Praveen@mcafee.com>
Date: Tue, Apr 17, 2012 at 2:25 PM
Subject: Welcome to Insight : Pairsys Inc
To: PARTNER@pairsys.com
Cc: [Tyler Murphy@mcafee.com](mailto:Tyler_Murphy@mcafee.com)

Welcome to the McAfee SecurityAlliance!

We are committed to supporting our partners with the tools and resources that have been specifically designed and developed to aid in your success. Our partner portal Insight gives you access to a wealth of McAfee resources to help drive sales and manage customer relationships. Please access the partner portal at: www.mcafee.com/partners

Here are your user credentials (Please change your password upon initial log in)

USER NAME: **PARTNER@PAIRSYS.COM**

PASSWORD: Partner@2012

The Insight portal is a central resource for the McAfee SecurityAlliance Program. With access you can:

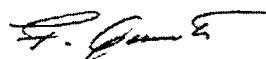
- ▶ View and manage your McAfee renewal opportunities, delivered confidentially to you up to six months in advance.
- ▶ Enroll in training & certification for McAfee products. Track your certifications online.
- ▶ Register your new business opportunities and earn exclusive margin enhancement on approved requests.
- ▶ Participate in McAfee Rewards. Even more incentive to sell McAfee products

•Introducing the McAfee SMB Specialization and the PARC •

Access SMB-specific sales tools, profitability programs, and marketing material As a member of the McAfee SecurityAlliance Partner Program you are now eligible to enroll in the SMB Specialization program. The SMB Specialization allows you to take advantage of a full range of enablement tools, turnkey marketing programs, and exclusive profitability programs. Enrollment is simple! An email with enrollment instructions will be sent to you within the next 72 hours. For more information about the SMB Specialization please go to www.mcafeepartners.com/PARC. We are glad to have you as a member of the McAfee SecurityAlliance. If you have any questions, please reach out to your Channel Account Manager or contact the McAfee Partner Care Team at reseller_support@mcafee.com or 1-888-511-8301 option 4.

Thank you for your commitment to McAfee.

Good Selling,



Fernando Quintero

Vice President – Channel Sales - Americas

From: CA Technologies Partner Portal <PortalRegistration@ca.com>
Date: 21 March 2012 13:47
Subject: Portal Application Approved
To: partner@pairsys.com



CA Partner Program Application

The CA Partner Program
Better Results. Together.



Welcome to the CA Data Management Partner Program. Explore the CA Partner Portal to find out how we can achieve better results together.

As a member of the CA Data Management Partner Program you gain access to:

- › No Charge Online Technical Training
- › No Charge On-line Sales Training
- › Sales Incentives
- › Online Marketing and Sales Tools
- › Financial Incentives
- › CA Partner Portal and Much More...

Get started Today!

Please Note: One of the many benefits of CA Partner Program is access to the Partner Portal. This requires a simple registration. Please [click here](#) to gain access to the Partner Portal. Please ensure that the information you enter is identical to your Partner Program application.

Please email CA with any questions at partnerprogram@ca.com

CERTIFICATE

AVG Technologies USA, Inc.



Grants the status of

AVG AUTHORIZED RESELLER

To:

Pairsys Inc

AVG Authorized Reseller status entitles the above mentioned firm to supply AVG security software products to its customers with all the rights and duties stated in the Copyright and Reseller Agreement



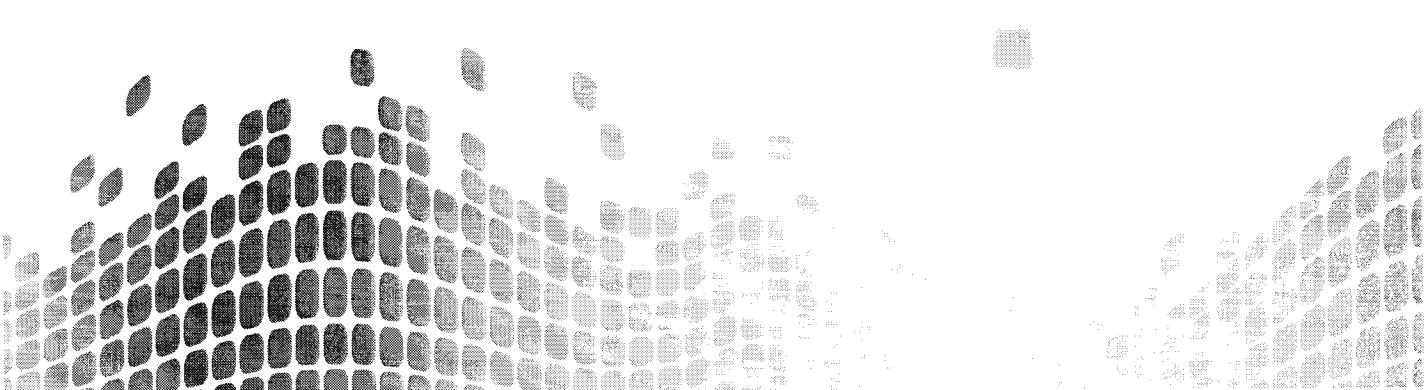
AVG Authorized Reseller is hereby granted
the use of the „AVG Authorized Reseller“ logo
and other marketing support materials.

A handwritten signature in black ink, appearing to read "J. R. Smith".

J. R. Smith, CEO, AVG Technologies

valid until Mar 21, 2013

United States of America



From: <reseller@avast.com>
Date: Fri, Mar 30, 2012 at 10:52 AM
Subject: AVAST Software B2B System
To: partner@pairsys.com

Hello Uttam Saha,

Thank you very much for sending us the signed International Reseller Agreement.

The process now is as follows:

1. We will set up the B2B purchasing system. Please be aware that you need to activate your B2B account before placing the first order for your customer. The detailed instructions are provided in the following log-in e-mail.
2. We would recommend that you read the resellers' FAQ - where, hopefully, you will find the answers to any questions that you might have in the future.

FAQs: http://public.avast.com/webex/FAQs/B2B/FAQs_for_Resellers.pdf

3. Contact emails:
 - reseller@avast.com - B2B system related questions; Marketing Funds; purchasing/cancelling/merge of orders; conditions of cooperation, payments; Promotional merchandise; agreements, etc.
 - business-sales@avast.com - price quotes, sales related questions, suggestion of avast! products, etc.
 - reseller-support@avast.com - technical queries related to avast! products.
 - virus@avast.com - new viruses, samples, false positive.
4. We would like to ask you to specify your reseller ID in the subject of all emails sent to AVAST. This will ensure that your e-mails will be prioritized and dealt with by the right person.

Your reseller ID is: 2721. Please use your official company e-mail address for our correspondence to simplify communication.

We look forward to doing business with you.

Best regards,

Reseller admin Team
AVAST Software a.s.
Trianon office building
Budejovicka 1518/13a
Praha 4, 140 00
Czech republic
phone: [+420 274 005 666](tel:+420274005666)
fax: [+420 274 005 888](tel:+420274005888)
E-mail: reseller@avast.com
Web: <http://www.avast.com>

From: **Acrbo.com** <dan@acrbo.com>

Date: Fri, Mar 23, 2012 at 6:15 PM

Subject: Account Details for Uttam Saha at Association of Computer Repair Business Owners

To: partner@pairsys.com

Hello Uttam Saha,

Thank you for registering at Association of Computer Repair Business Owners. Your account is created and must be activated before you can log in.

To activate the account, click on the following link or copy-&-paste it in your browser:

http://www.acrbo.com/index.php?option=com_user&task=activate&activation=a39f42b0eb6a834d379c758297e60f16

After activation you may login to <http://www.acrbo.com/> using your username and password.

From: **Nationwide Computer Techs** <dan@nationwidecomputertechs.net>
Date: 23 March 2012 19:22
Subject: Your registration at Nationwide Computer Techs
To: partner@pairsys.com

Dear pairsys,

Thank you for your registration at Nationwide Computer Techs. Your login details are as follows:

Username: pairsys
Password: dbdc58628c98c1977e11085dfbe4a0e0

Nationwide Computer Techs
<http://nationwidecomputertechs.net/>

EXHIBIT 2

 [Blog](#) • [BBB Locator](#) • [Contact](#) • [Español](#) • [Business Login](#) • [News & Events](#)

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Text Size

BBB Business Review

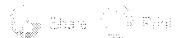
[Overview](#) [Complaints](#) [Customer Reviews](#)

CUSTOMER REVIEWS

THIS BUSINESS IS NOT BBB ACCREDITED

PAIRSYS INC.

(518) 753-5300



Share [PAIRSYS INC.](#)

The customer review(s) below are un-filtered. These positive and negative reviews are not used in the calculation of the BBB Rating. If you wish to file a complaint and request a resolution to your issue, please [click here](#). This customer review section is not BBB's complaint resolution system. Customer Reviews are the subjective opinion of the individual who posted the review and not of Better Business Bureau. A customer review is not posted on a business if a BBB complaint on the same issue(s) is also filed. BBB cannot guarantee the accuracy of any customer review and is not responsible for the content of any customer review. Public comments are not customer reviews.

Customer Reviews Summary

91 Customer Reviews on PAIRSYS INC.

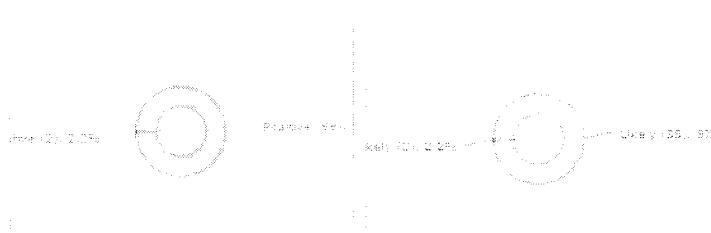
 Positive Experience (66 reviews)

Neutral Experience (4 reviews)

 Negative Experience (24 reviews)

[Submit a Customer Review](#) | [Read BBB's Customer Review Policy](#) | [Read BBB's Privacy Statement](#)

Customer Experience



Customer(s) will Recommend this Business

QUICK LINKS

[What is a BBB Business Review?](#)

[BBB Refunding Policy](#)

[About Enhanced Services](#)

[Field Complaint Case #](#) [PAIRSYS INC.](#)

[Industry Type](#)

[Accredited Business Directory](#)

CUSTOMER REVIEWS

[Read Customer Reviews](#)

[Submit a Customer Review](#)

[See our \[Customer Review Policy\]\(#\) for Details](#)

or

ASSOCIATED SEARCHES

[PAIRSYS INC. BBB Business Review](#)
PAIRSYS INC. BBB Business Review

[PAIRSYS INC. BBB Business Review](#)
PAIRSYS INC. BBB Business Review

FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select: Yes No

SHARE WITH US

To better assist you, please take our brief survey about the format/readability of this review so that we may continually improve your experience.

CONTACT US

Email us at customerservice@bbbgov.org with your questions, suggestions, and concerns.



BBB Directory • BBB.org • Council of Better Business Bureaus
Press Office • Trade Shows • Digital Policy • BBB Publishing
[PAIRSYS INC. BBB Business Review](#)





GET TO KNOW US · GET INVOLVED · GET CONSUMER HELP · PROGRAMS & SERVICES · FOR BUSINESSES

Home · Business Review · Better Business Bureau · Services

Select Language

Text Size: **10** **12** **14**

BBB Business Review

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CUSTOMER REVIEWS

THIS BUSINESS IS NOT BBB ACCREDITED

Pairsys Inc

(516) 763-2300



The customer review(s) below are unfiltered. These positive and negative reviews are not used in the calculation of the BBB Rating. You will find more information about BBB's rating methodology [here](#). The customer review section is not BBB's complaint resolution system. Customer Reviews are the subjective opinion of the individual who posted the review and not of Better Business Bureau. A customer review is not posted on a business if a BBB complaint on the same issues is also filed. BBB cannot guarantee the accuracy of any customer review and is not responsible for the content of any customer review. Public comments are not customer reviews.

Customer Reviews Summary

91 Customer Reviews on Pairsys Inc



Julie M. · Excellent Service

This customer had a FANTASTIC experience with this business. This customer would recommend this business to a friend, family member, neighbor or colleague by Mary E. on 9/22/2014. [Leave a review](#) | [Report Abuse](#)

Was this review helpful to you? **Yes** **No**

Jeanette L. · Excellent service

This customer had a FANTASTIC experience with this business. This customer would recommend this business to a friend, family member, neighbor or colleague by Jeanette L. on 9/21/2014. [Leave a review](#) | [Report Abuse](#)

Was this review helpful to you? **Yes** **No**

Julie M. · excellent service!

This customer had a FANTASTIC experience with this business. This customer would recommend this business to a friend, family member, neighbor or colleague by Julie M. on 9/10/2014. [Leave a review](#) | [Report Abuse](#)

Was this review helpful to you? **Yes** **No**

Jeanette L. · Excellent Service

This customer had a FANTASTIC experience with this business. This customer would recommend this business to a friend, family member, neighbor or colleague by Jeanette L. on 9/10/2014. [Leave a review](#) | [Report Abuse](#)

Was this review helpful to you? **Yes** **No**

Nancy G. · Excellent

This customer had a FANTASTIC experience with this business. This customer would recommend this business to a friend, family member, neighbor or colleague by Nancy G. on 9/15/2014. [Leave a review](#) | [Report Abuse](#)

Was this review helpful to you? **Yes** **No**

1 · 2 · 3 · 4 · 5 · 6 · 7 · 8 · 9 · 10 · 11

Read all customer reviews

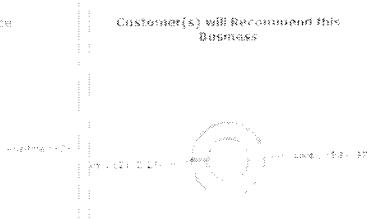


Report a customer review · Report a complaint · Report a business · Report a scam

Customer Experience



Customer(s) will Recommend this Business



Customer Reviews Summary

ASSOCIATED SEARCHES

Customer Reviews on Paisys Inc

Positive Experience (54 reviews)

Excellent Service

Find EBS Accredited Businesses offering Open Services

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Services

FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select: Yes No

SHARE WITH US

To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

Email us at joinme@joinmestore.com with your questions, suggestions, and concerns.

Was this review helpful to you?

Yes

No

Find EBS Accredited Businesses offering Open Services

Find more businesses offering similar services

Services

FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select: Yes No

SHARE WITH US

To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

Email us at joinme@joinmestore.com with your questions, suggestions, and concerns.

Was this review helpful to you?

Yes

No

Customer Reviews Summary

ASSOCIATED SEARCHES

Customer Reviews of **Reviews Inc.**

Positive Experience (5 Star Rating)

Excellent

by Eric T. on 9/17/2014

Positive Experience (5 Star Rating)

Outstanding Service

by Crystal M. on 9/16/2014

Excellent service

by Freita H. on 9/16/2014

Outstanding Service

Positive Experience (5 Star Rating)

Great service

by Mary E. on 9/17/2014

Positive Experience (5 Star Rating)

Great service

by Sidney B. on 9/16/2014

Positive Experience (5 Star Rating)

Great service

by Eric T. on 9/17/2014

Positive Experience (5 Star Rating)

Great service

by Mary E. on 9/17/2014

Positive Experience (5 Star Rating)

Great service

by Eric T. on 9/17/2014

Positive Experience (5 Star Rating)

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by Mary E. on 9/17/2014

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by Mary E. on 9/17/2014

Positive Experience (5 Star Rating)

Great service

by Eric T. on 9/17/2014

Positive Experience (5 Star Rating)

Great service

by Mary E. on 9/17/2014

Positive Experience (5 Star Rating)

Great service

FINDING BUSINESSES OFFERING
SIMILAR SERVICES.
FIND OTHER BUSINESSES OFFERING SIMILAR
SERVICES.

FEEDBACK

Was this review helpful to you?

 Yes No

Would you recommend this review to others?

 Yes No

Please Select:

 Yes No

SHARE WITH US

To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

Email us at questions@businesses.com with your questions, suggestions and concerns.

Was this review helpful to you?

 Yes No

12/16/2014 11:40:15

Customer Reviews Summary**ASSOCIATED SEARCHES**

This BBB Accredited Business offers Consulting services
Find more businesses offering Consulting services

FEEDBACK**RECOMMEND**

Would you recommend this business to a friend, family member, neighbor or colleague?

Please Select: Yes No

SHARE WITH US

Would you recommend this business to a friend, family member, neighbor or colleague?

Was this review helpful to you? Yes No

Would you recommend this business to a friend, family member, neighbor or colleague?

CONTACT US

Would you like to contact us about your experience with this business?

Was this review helpful to you? Yes No

Would you like to contact us about your experience with this business?

Was this review helpful to you? Yes No

Was this review helpful to you? Yes No

Customer Reviews Summary

Rating: **6.7** of 10.0 (15)

卷之三

91 Critical Reviews on Pancreas Inc

Digitized by srujanika@gmail.com

Guidelines Excellent

May Good Service

Today friends and I
Completed and now I
Am ready to go home

Excellent
Usage

Excellent

ASSOCIATED SEARCHES

WEDDING

RECOMMEND

Would you recommend this review to others?

SHARE WITH US

To better assist you please take our survey about the format / readability of review so that we may continually improve your experience.

CONCLUSOS

Email us at info@vanguardassociates.com with your questions, suggestions, and concerns.

This customer review was submitted to us by Angie C. on 9/6/2014. See her full review below.

Was this review helpful to you?

Excellent!
This customer gave a positive experience with this business.
This customer gave a positive experience with this business.
by Vanda G. on 8/6/2014. See her full review below.

Was this review helpful to you?

Customer Reviews Summary

Customer Reviews on **onestopysinc**

ASSOCIATED SEARCHES

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similar services
Find more businesses offering similar
services

Positive Experience for Requests!

My problem was handled efficiently with great patience.
The customer has a positive experience with this business.

This customer **WOULD** recommend the business to a friend, family member, neighbor or colleague.

by Betty K. on 9/4/2014 | [Submit a Customer Review](#)

Was this review helpful to you?

No Yes Not Sure

RECOMMEND

Partha did outstanding job thank you. But the background noise is very bad.

The customer has a **POSITIVE** experience with this business.

This customer **WOULD** recommend the business to a friend, family member, neighbor or colleague.

by Lorenzo L. on 9/4/2014 | [Submit a Customer Review](#)

Was this review helpful to you?

No Yes Not Sure

SHARE WITH US

To better assist you please take our quick survey about the format / readability of this review so that we may continually improve your experience

CONTACT US

Was this review helpful to you?

No Yes Not Sure

Email us at customerservice@bbb.org **with your** questions, suggestions, and concerns.

The Help Was Great

The customer has a **POSITIVE** experience with this business.

This customer **WOULD** recommend the business to a friend, family member, neighbor or colleague.

by Susan M. on 9/3/2014 | [Submit a Customer Review](#)

Was this review helpful to you?

No Yes Not Sure

Received the best service possible. Tech was very helpful and kind.

The customer has a **POSITIVE** experience with this business.

This customer **WOULD** recommend the business to a friend, family member, neighbor or colleague.

by STEPHENIA D. on 9/3/2014 | [Submit a Customer Review](#)

Was this review helpful to you?

No Yes Not Sure

Rating: **9** out of 10 (44 reviews)

ASSOCIATED SEARCHES

卷之三

WEDDING

Was this review helpful to you?

Randall A. on 9/3/2014. Purchased 3 units. Rating 4.00 / 5.00

Was this review helpful to you?

Was this service performed in a professional manner

This customer has received excellent service from this business. This customer would recommend this business to a friend, though no specific rating was left.

Session 10: Pairs work very briefly and record my thoughts of connecting with my chosen role. This character is a person I have met before.

<p>Prosun from Paisley was very helpful and resolved my problem of connecting with my Samsung Note 2 phone.</p>	<p>This customer had a POSITIVE experience with his business. This customer WOULD recommend the business to a friend, family member, neighbor or colleague.</p>
<p>by Randall A. on 9/3/2014 Report Abuse</p>	<p>Was this review helpful to you?</p>
<input style="width: 60px; height: 25px;" type="button" value="Yes"/>	<input style="width: 60px; height: 25px;" type="button" value="No"/>
(1)	(0)

by Charles S. on 9/30/14. I bought a [Windows Phone](#) at
Was this review helpful to you?

Personnel was very helpful to me. Would recommend them to others that is having
problems with there computers or devices.

This customer has a positive experience with this business

Quick, diagnostic and quick help! I am very satisfied with the help and support.
This company is a good experience, sincere business.

This customer review refers to a friend's feedback on a flight or colleague by Gary B. on 9/1/2014. Please click here to add your own.

Was this review helpful to you?

Plasun was extremely helpful in diagnosing and repairing the issues in my

computer I will definitely recommend him to others
Toni automotive has a MONITORING experience with this business.
This customer service is excellent for a business as a friend, family member or neighbor in this league
by Vernon L. on 9/12/2014 [Read more](#) [Reply](#)

Was this review helpful to you?

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Customer Reviews Summary

ASSOCIATED SEARCHES



Customer Reviews of Syntexsys Inc

Positive reviews (100 reviews)

11

the service was very excellent the problem was resolved

This customer had a positive experience with this business

by Patricia D. on 9/1/2014 Submitted a support ticket

Was this review helpful to you?

Yes

No

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Feedback

Recommend

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Email us at

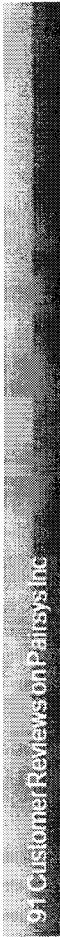
Comments about this review

Customer Reviews Summary

Customer Reviews on Business

ASSOCIATED SEARCHES

Find accredited Businesses, finding similar services
 Find more businesses offering similar services



8/27/2014 I am well pleased with the service and see's doing the good job you are doing. Thanks

This customer would recommend the business to a friend, family member, neighbor or colleague.

by Landa P. on 8/27/2014 Future of a Stationary Router

RECOMMEND

Was this review helpful to you? Yes No
 All the issues that I called for has been resolved very quickly. The technicians are very effective and efficient. I recommend Pairsys to all.

The customer would recommend the business to a friend, family member, neighbor or colleague.

by David C. on 8/26/2014 Service & Diagnostic Fixing

SHARE WITH US

Was this review helpful to you? Yes No
 *** was very Helpful and help me resolve the issues That have been bothering my computer for a while. I would definitely use this service again

The customer would recommend the business to a friend, family member, neighbor or colleague.

by Camille C. on 8/26/2014 Service & Diagnostic Fixing

CONTACT US

Was this review helpful to you? Yes No
 Today August 26 I contacted Tech support and spoke to *** He was very patient and courteous as explained my computers situation. It would automatically shut down and reboot itself every 40-45 minutes and it would freeze as well at times. He was extremely helpful at resolving the problem and I am very satisfied with his attentiveness and understanding your company has excellent Tech support and will be using your services in the future when I purchase a newer computer. Thank you very much ***

The customer would recommend the business to a friend, family member, neighbor or colleague.

by Bill D. on 8/26/2014 Service & Diagnostic Fixing

Was this review helpful to you? Yes No

The service was very fast and through The Tech were very good at explaining what they were doing Great Service and techs.

The customer had a positive experience with the business.
 This customer would recommend the business to a friend, family member, neighbor or colleague.

by Terrance R. on 8/26/2014 Service & Diagnostic Fixing

Was this review helpful to you? Yes No

8/26/2014

13 14 15 16 17 18

Customer Reviews Summary**ASSOCIATED SEARCHES****9 Customer Reviews on Business****Positive Experience (80 reviews)****Good**

You are courteous and you completed what you said you are going to do and you were very patient with me.

Great

You are courteous and you completed what you said you are going to do and you were very patient with me.

Excellent

You are courteous and you completed what you said you are going to do and you were very patient with me.

Excellent

You are courteous and you completed what you said you are going to do and you were very patient with me.

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Excellent

You are courteous and you completed what you said you are going to do and you were very patient with me.

Excellent

FIND THEM Accredited Businesses offering
Search Services
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services

FEEDBACK**RECOMMEND**

Would you recommend this review to
others?

Please Select: Yes No

SHARE WITH US

To better assist you, please take our brief
survey about the format, readability of this
review so that we may continually improve
your experience.

CONTACT US

Email us at
jpmobilecustomersupport@jpmobile.com

Was this review helpful to you? Yes No

Was this review helpful to you? Yes No

Thank you for your help!

This customer had a POSITIVE experience with this business.
This customer WOULD recommend the business to a friend, family member, neighbor or colleague.

by Charles H. on 8/24/2014 Subject: Great Service

Was this review helpful to you? Yes No

11:10 AM 8/24/14

Was this review helpful to you? Yes No

11:10 AM 8/24/14

Was this review helpful to you? Yes No

11:10 AM 8/24/14

Was this review helpful to you? Yes No

11:10 AM 8/24/14

Was this review helpful to you? Yes No

11:10 AM 8/24/14

CUSTOMER REVIEWS SUMMARY**ASSOCIATED SEARCHES**

9 Customer Reviews on PartySys Inc

This customer would recommend this business to friends/family

Find more businesses clients friends

String

Excellent

Customer Reviews Summary**ASSOCIATED SEARCHES****95 Customer reviews on Pairsys Inc.**

Pairsys Inc. offers business consulting services.

ASSOCIATED SEARCHES

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similar services.
Find more businesses offering similar
services.

FEEDBACK

The customer had a positive experience with this business
by Jimmy A. on 8/24/2014. [Read full customer review](#)

Was this review helpful to you?

Yes

No

Would you recommend this review to
others?

Please Select: Yes No

RECOMMEND

To better assist you, please take our brief
survey about the readability of this
review so that we may continually improve
your experience.

CONTACT US

Email us at:
complaints@bbb.org with your
questions, suggestions, and concerns

SHARE WITH US

The issues are resolved.
The customer had a positive experience with this business.
This customer would recommend the business to a friend, family member, neighbor or colleague
by Robert H. on 8/24/2014. [Read full customer review](#)

Was this review helpful to you?

Yes

No

Was this review helpful to you?

Yes

Customer Reviews Summary

ASSOCIATED SEARCHES

91 Customer Reviews on Pairsys Inc

positive experience business service

positive experience business service

7/13/2014 I had antivirus software installed in my computer but still my computer was infected with virus and it became very slow. I was not being able to work on it properly. Luckily I got a call from the service centre of Pairsys.com. The person on that side heard my problem carefully and patiently explained me what to do. I followed his instructions properly and now the antivirus is working properly. Thanks to Pairsys.com

This customer would recommend this business to a friend, family member or colleague.

by Jack H. on 7/16/2014 (Business Category: IT Support)

Was this review helpful to you?

Yes

No

2 people found this review helpful

7/11/2014 the best support I ever got. its was very quick. The technician are very knowledgeable & is very patient ... Thank you

This customer would recommend this business to a friend, family member or colleague.

by jacquier on 7/11/2014 (Business Category: IT Support)

Was this review helpful to you?

Yes

No

2 people found this review helpful

7/11/2014 excellent service

This customer would recommend this business to a friend, family member or colleague.

by geoffrey s. on 7/11/2014 (Business Category: IT Support)

Was this review helpful to you?

Yes

No

2 people found this review helpful

7/14/2014 18

Third Party Accredited Businesses offering

Support Services

Third Party Businesses offering Support Services

FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select: Yes No

SHARE WITH US

To better assist you please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

Email us at info@businessassociates.com along with your questions, suggestions and concerns.

Hello Supervisor of Pairsys Inc:

I appreciate the refund of \$100 to help us pay the expense for our computer repair.

The update you intended to install unfortunately shut down our 2005 Mac

Computer so we took the entire computer to a repair shop for Macintosh

Computers and had a new hard drive installed. The computer works fine now and I

recognize the fact your efforts were well- intended. Thanks for following up on

your promise to give us a refund. My faith in your business is restored and I

apologize for accusing you of trying to scam me.

Sincerely,



Joe Dean M.D.

Joe Dean
440 Palomino Way
McKinney, TX 75069-1515

Pairsys Inc.
1621 Central Ave
Albany, NY 12205